

**Report Scorecards > H and E PI Report**  
**Selected Month: December 2010**

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance			End of Year Performance		Comments
				Target	Actual	YTD Actual	End of Year Target	Estimate	
<b>H and E PI Report</b>									
<b>Aim : EH Report 1</b>									
<b>Approach : Community safety, Climate Change and Equalities</b>									
BV082ai - Recycling	QUARTERLY	Stuart Harwood-Clark	Percentage	20	20.7	18.8	20	20	Provisional figures - to be confirmed by CCC
BV082aaii - Tonnage household waste recycled	QUARTERLY	Stuart Harwood-Clark	Number	8.8	9.19		11.7	11.7	Provisional figures - to be confirmed by CCC.
BV082bi - Composting	QUARTERLY	Stuart Harwood-Clark	Percentage	35	36.03	37.8	35	35	Provisional figures - to be confirmed by CCC
BV082bii - Tonnage of household waste composted	QUARTERLY	Stuart Harwood-Clark	Number	15.39	16.01		20.53	20.53	Provisional figures - to be confirmed by CCC.
BV216a - No: of contaminated land sites as at 1st April	YEARLY	Susan Walford	Number	610	601		610	601	There were 601 sites on the list as at 1st April 2010.
BV216b - % Information on contaminated land	QUARTERLY	Susan Walford	Percentage	10	14	13.5	10	14	Site investigations are being undertaken through the development control process.
NI012 - SCDC - Refused and deferred HMO - South Cambs	YEARLY	Brian Heffernan	Number	0	0		0	0	
NI119 - SCDC - Overall health & wellbeing	YEARLY	Iain Green	Number	84.9	81.6		84.9	81.6	The Government has postponed the 2010/11 Place Survey. We will shortly be joining cross-county talks about holding a service and budget consultation of our own.
NI123 - SCDC - 16+ current smoking rate prevalence - Scams Only	YEARLY	Susan Walford	Number	533	545		533	545	The LAA has set this end-of-year SCDC target. Data confirmed by Inger O'Meara (Health Improvement Specialist) from the NHS in June 2010.

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NI187a - SCDC - % Tackling fuel poverty - SAP <35 - South Cambs	YEARLY	Iain Green	Percentage	16	13.82		16	13.82	This data was reported to the HUB during the appropriate data input window.
NI187b - SCDC - % Tackling fuel poverty - SAP >70 - South Cambs	YEARLY	Iain Green	Percentage	22	27.25		22	27.25	This data was reported to the HUB during the appropriate data input window.
NI191 - SCDC - Kgms Residual waste per household - SCDC	QUARTERLY	Stuart Harwood-Clark	Kilograms	345	314.28	611.8	461	461	Provisional figures - to be confirmed by CCC.
NI192 - SCDC - % Waste - reuse, recycling & composting	QUARTERLY	Stuart Harwood-Clark	Percentage	55	56.73	56.6	55	55	Provisional figures - to be confirmed by CCC
NI195a - SCDC - Levels of litter score	QUARTERLY	Paul Quigley	Number	1			1		Once the data has been compiled, it has to be uploaded to DEFRA, who check and validate it. We can obtain the results towards the end of January.
NI195b - SCDC - Levels of detritus score	QUARTERLY	Stuart Harwood-Clark	Number	28			28		Once the data has been compiled, it has to be uploaded to DEFRA, who check and validate it. We can obtain the results towards the end of January.
NI195c - SCDC - Levels of grafitti score	QUARTERLY	Paul Quigley	Number	3			3		Once the data has been compiled, it has to be uploaded to DEFRA, who check and validate it. We can obtain the results towards the end of January.
NI195d - SCDC - Levels of fly-posting score	QUARTERLY	Stuart Harwood-Clark	Number	2			2		Once the data has been compiled, it has to be uploaded to DEFRA, who check and validate it. We can obtain the results towards the end of January.
NI196 - SCDC - Levels of Fly Tipping score	YEARLY	Stuart	Number	1	3		1	3	Draft Defra report indicates we

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		Harwood-Clark							were NOT EFFECTIVE with score of 3. However at December 2010, this was not confirmed.
SE254 - % Risk assessments reviewed	YEARLY	Paul Quigley	Percentage	100	100		100	100	Risk assessments that were in place on 1st January 2009 were reviewed during the same calendar year (i.e. by 31st December 2009).
SE261 - % of Pollution Control inspections undertaken	QUARTERLY	Susan Walford	Percentage	75	43	25.9	90	100	Due to adverse weather conditions inspections unable to be completed. However all inspections will be completed by the end of the financial year.
SE264 - % Trade waste recycled	QUARTERLY	Stuart Harwood-Clark	Percentage	9	7.93	7.8	9	9	Provisional figures - to be confirmed by CCC
<b>Approach : Customer Service</b>									
BV089 - % Satisfaction street cleanliness	YEARLY	Stuart Harwood-Clark	Percentage	74	69		74	69	
BV090a - % Satisfaction with household waste collection	YEARLY	Stuart Harwood-Clark	Percentage	84	87		84	87	
SE203 - % EH complaints in 3 days.	QUARTERLY	Susan Walford	Percentage	96	90	93.2	96	94	Performance affected by high workloads and holidays. Steps have been taken to challenge this over next 3-months.
SE222 - Satisfaction with action taken	YEARLY	Iain Green	Percentage	70	49		70	49	
SE223 - Satisfaction with Pest control	YEARLY	Paul Quigley	Percentage	92	88		92	88	
SE226 - Satisfaction with EH	YEARLY	Iain Green	Percentage	82	71		82	71	
SE235 - % EH telephone calls in 20 seconds	MONTHLY	Paul Quigley	Percentage	99	99	98.2	99	99	
SE236 - % EH telephone calls abandoned	MONTHLY	Paul Quigley	Percentage	3	1	1.1	3	3	
SE237 - % EH letter responses in 10 days	MONTHLY	Paul Quigley	Percentage	96	100	95.6	96	96	

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SE238 - % EH complaints to level 2 or above	QUARTERLY	Paul Quigley	Percentage	5	0		5	0	
SE246 - Satisfaction - kerbside recycling facilities	YEARLY	Stuart Harwood-Clark	Percentage	85	86		85	86	
SE247 - Satisfaction - recycling bank facilities	YEARLY	Stuart Harwood-Clark	Percentage	75	63		75	63	
SE248 - Satisfaction - kerbside collection cleanliness	YEARLY	Susan Walford	Percentage	80	83		80	83	
SE249 - Satisfaction - cleanliness of recycling banks	YEARLY	Stuart Harwood-Clark	Percentage	75	59		75	59	
SE262 - Cleanliness of street after waste collection	YEARLY	Stuart Harwood-Clark	Percentage	75	85		75	85	
SE263 - Satisfaction - range of recyclables	YEARLY	Stuart Harwood-Clark	Percentage	82	73		82	73	
SE265 - % electronic applications in time	QUARTERLY	Paul Quigley	Percentage	95	100	100	95	100	Uptake of online applications is poor across the country, only 1 application made to SCDC so far.
<b>Approach : Finance, Efficiency and VFM</b>									
BV086 - Cost of waste collection per household	QUARTERLY	Paul Quigley	Number	55	34.45		55.52	55.52	
SE213 - EH non contested invoices	MONTHLY	Paul Quigley	Percentage	98	99	96.9	98	97	
SE214 - Net spend per head on EH	QUARTERLY	Susan Walford	Number	7.74	6.64		9.5	9.5	
SE229 - EH budget variance from plan	QUARTERLY	Susan Walford	Percentage	3	4.2		4.2	4.2	Because of additional savings following blue bin contract procurements, additional savings have been identified.  Indicator measures against original budget which will be revised and presented to the January meeting.

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SE256 - Number of minor accidents	MONTHLY	Paul Quigley	Number	20	27		20	27	
SE257 - Number of Accidents with over 3 days absence	MONTHLY	Paul Quigley	Number	3	3		3	3	
SE258 - Number of major accidents	MONTHLY	Paul Quigley	Number	0	2		0	2	Due to H.S.E. report needs this PI is measured over calendar years i.e. Jan to Dec.
<b>Approach : LAA Targets</b>									
NI182 - SCDC % Business satisfaction with regulation service	YEARLY	Susan Walford	Percentage	80	92.261905		80	82	MRUK carried out monthly surveys in 2009/10. They then stopped carrying out the surveys and none will be carried out in 2010/11. A new internal system may be developed for 2011/12.
<b>Approach : Service Quality / Provision</b>									
BV217 - Pollution control improvements	QUARTERLY	Susan Walford	Percentage	100	100		100	100	
BV218a - % Abandoned vehicles investigated in 24 hours	MONTHLY	Paul Quigley	Percentage	97	100	99.3	97	98	
BV218b - % abandoned vehicles moved in 24 hours	MONTHLY	Paul Quigley	Percentage	95	100	100	95	98	
SE201 - Number of missed bins	MONTHLY	Stuart Harwood-Clark	Number	55	84.1		55	55	
SE204 - High risk premises - H & S inspections	QUARTERLY	Carol Archibald	Percentage	75	75		98	98	
SE206 - High risk premises - Food inspections	QUARTERLY	Carol Archibald	Percentage	75	75		100	100	
SE225 - % of Pest control first treatments in 4 days	MONTHLY	Paul Quigley	Percentage	95	98	98.2	95	98	
SE233 - % taxi licensing applicants - in 10 days	QUARTERLY	Paul Quigley	Percentage	96	100	100	96	99	91 applications during Quarter, all dealt with in target time period.

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<b>Approach : Workforce and Learning</b>									
SE209 - EH Sickness absence	QUARTERLY	Susan Walford	Percentage	2	0.5	1.1	2	1.1	Sickness absence remains low within the portfolio.
SE211 - % completed PDR	QUARTERLY	Paul Quigley	Percentage	100	100		100	100	
SE227 - % EH lost time (excl: DSO staff)	QUARTERLY	Susan Walford	Percentage	4	6	3.4	4	4.5	This reflects the Corporate Manager and Principal EHO posts which are currently vacant.
SE228 - % EH budget spent on training	QUARTERLY	Paul Quigley	Percentage	1.5	0.31		0.45	0.45	
SE232 - % DSO staff sickness	QUARTERLY	Stuart Harwood-Clark	Percentage	7	4.7	5	7	5.6	Sickness absence continues to be well managed within the DSO.